



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts August 2015

I was pretty disappointed with my hot dog today. It was tasteless and cold and the bun was huge compared to the hot dog. Not sure why you changed from the big juicy hot dogs you used to serve, it sure was better than this one. Thanks for letting us know. We apologize for your poor experience with our hot dogs. We had received the wrong hot dogs, and they were a bit smaller. We had the correct ones come in on the next delivery. The staff should have given you two of the smaller ones and of course they should have been hot, not cold. We will take a "do better" slip for sure. Thanks again for letting us know – we sent you a coupon. ☺

We received several comments about soup this month: More beer cheese soup! It is the best...; do you have a recipe for the Ginger Carrot soup? It was delicious...; today's pumpkin-bacon soup was off the charts...; you finally served the "Round House" ground beef and vegetable soup again today. Please have it more often...; expected creamy Shrimp & Corn Chowder – it's a chowder, and that one has always been creamy in the past. Still good, just disappointed... Thanks to all for the kind words and other feedback regarding our soups. Chef Ernesto gets all of the credit for creating our soup selections fresh every day.

How much is a bagel in the Café? The current Café price list is at this link – which shows \$1.49 for a bagel; \$1.98 with cream cheese! The price link is also posted on the Connections Intranet home page.

I tried the Rueben Flatbread Pizza and I must say it was delicious. You could taste the sauerkraut and the 1000 Island dressing – but the meat appeared to be Philly Steak instead of Corned Beef. The on line description said Corned Beef... Glad you liked it and – yes – it was supposed to be corned beef. Thanks for letting us know – just a simple mistake. Glad it was still tasty.

I went down to make a Panzanella salad, but there were no directions/ingredients posted, so I winged it. Thanks for letting us know. We are sorry that happened, an oversight. Added to the menu as a result of our visit to the National Restaurant Show in Chicago in May. We put the sign out as soon as we got your email. Thanks again.

Prime Rib beef on the special sandwich seemed to have fat/gristle in just about every bite. Disappointing. And the horseradish sauce was mostly sour cream with very little horseradish. Thanks for the feedback. Admittedly not one of our best efforts, the prime rib wasn't properly trimmed before serving. We reviewed proper trimming procedures with the staff, and how to add a little more horseradish to the sour cream. You didn't want a coupon or refund...just to let us know. Thanks again for doing so.

Love the chicken & waffles. Thanks for having...and...My waffle was a little too moist...and...Had the chicken without the waffle, but drizzled the maple syrup on the chicken. Very, very good. Seemed to be well received with 68 portions of chicken served – but only about 25 waffles! Either way, we'll probably do it again. Glad you all liked it.

Thank you for hosting and supporting the department events. The IT Nacho sale was very good, and my plate of nachos made a nice foundation for the Café's pitted beef! We LOVE hosting department sales, fund raisers, informational tables, training meetings, etc., in the Café and invite ALL departments to share your events with our customers. Read more...

A BIG THANK YOU to the RHC for hosting the Annual School Supply Drive! What a great way to give back to the Community by giving us all an opportunity to do so. I sincerely hope the departments reached their goals. More than 100 people stopped into the Café to donate supplies and cash to the effort. If you are still interested in donating, contact Richard.Wall@srpmic-nsn.gov for directions on how to do so. THANKS TO ALL who donated!

Had the Pork Roast today for lunch. The broccoli was crunchy – not even al dente; but the port fig wine sauce, noodles, potatoes and pork roast...OMG delicious to die for. Ernesto hits a triple (lost a base for the broccoli). Thanks for the kind words – sorry about the broccoli. You must have had some of the first batch; the broccoli later in the day was more "well done." And the sauce was very tasty. ☺

Your cashier Rosa took the time to explain the WP on the receipts and the details of the current WellPath promotion in the Café. She took it upon herself to be a willing ambassador of our SRPMIC employee wellness plan. Please thank her for taking the time to do that. Very much appreciated. We passed your kind words on and are proud to have Rosa as a member of our team! ☺

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- Thanks for the Waffle Bar Wednesdays – nice addition to the routine
- Today's Bananas Foster French Toast was to die for
- Tried the Greek Pizza – it was very tasty, but dry – no sauce of any kind
- Was looking for the Philly Cheesesteak Rolletto today, but there weren't any available and none being made
- Asian beef skewers were moist and tender, yummy
- Sign said \$6.79 combo for Prime Rib sandwich, but I was charged extra. Thanks for the coupon for the misunderstanding
- Eggs Benedict nice breakfast special addition. Hope it stays
- Today's chipotle southwest chicken quesadilla was very good
- The grill guy (Joe) knows what I want, is very pleasant, and always gives outstanding customer service
- You mentioned you might move the foam cups to the middle island to alleviate congestion at the soda? *(Working on it)*
- Our department could use another "three-table" set-up with 8 seats so we can all sit together *(We set up another one!)*
- Love the new serving utensils at salad bar, the little tongs - perfect
- Café floor looks GREAT!!! *(Thanks to our Public Works department cleaning staff!)*
- New menu items and salads have been fantastic
- Thanks for posting nutritional information for as many items as you do
- Eggplant Parmesan was perfect – best I ever had...AND...the sausage parmesan was very flavorful, peppers, onions...
- Could you send me a recipe for the couscous salad you've been serving at the salad bar? *(Yes, we were able to do that.)*

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 7.3; August 2015)

